



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending December 31, 2010**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.40	10.00	9.70	9.37
B. Operator Answer Time - Information [730.510(a)(1)]	8.40	10.00	9.70	9.37
C. Repair Office Answer Time [730.510(b)(1)]	0.53	0.45	0.26	0.41
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.05	0.06	0.06	0.06
E. Percent of Service Installations [730.540(a)]	97.10%	100.00%	995.80%	97.70%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.90%	95.40%	97.80%	97.10%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.60	0.50	0.80	0.63
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	7.40%	4.40%	5.70%
I. Percent of Installation Trouble Reports [730.545(f)]	7.30%	15.30%	6.30%	9.10%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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